

What is claimed is:

1. A method for servicing a wireless data collection device, comprising the steps of:

providing a diagnostic program in the wireless data collection device for diagnosing the operation of the device;

receiving a request to service the device remotely initiating the diagnostic program using a communications protocol over a network;

10 communicating outputs from the diagnostic program using the communications protocol to the network; and

providing servicing information to a user of the device based upon the outputs from the diagnostic program.

2. The method according to claim 1, wherein the 15 network is the Internet.

3. The method according to claim 1, wherein the information is provided over the network.

4. The method according to claim 1, wherein the request to service is received over the network.

20 5. The method according to claim 1, wherein the device is a scanning terminal.

6. The method according to claim 2, wherein the device is an integrated scanning terminal.

7. A method for reconfiguring a wireless data collection device, comprising the steps of:

providing a diagnostic program in the wireless data collection device for diagnosing the operation of the
5 device;

receiving a request to reconfigure the device remotely initiating the diagnostic program using a communications protocol over a network;

10 communicating outputs from the diagnostic program using the communications protocol to the network; and

providing reconfiguring information to a user of the device based upon the outputs from the diagnostic program.

8. The method according to claim 7, wherein the
15 network is the Internet.

9. The method according to claim 7, wherein the information is provided over the network.

10. The method according to claim 7, wherein the request to reconfigure is received over the network.

20 11. The method according to claim 7, wherein the device is a scanning terminal.

12. The method according to claim 11, wherein the device is an integrated scanning terminal.

13. A method for updating a wireless data collection device, comprising the steps of:

providing a diagnostic program in the wireless data collection device for diagnosing the operation of the
5 device;

receiving a request to update the device remotely
initiating the diagnostic program using a communications
protocol over a network;

10 communicating outputs from the diagnostic program
using the communications protocol to the network; and

providing updating information to a user of the
device based upon the outputs from the diagnostic program.

14. The method according to claim 13, wherein the
network is the Internet.

15 15. The method according to claim 13, wherein the
information is provided over the network.

16. The method according to claim 13, wherein the
request to update is received over the network.

17. The method according to claim 13, wherein the
20 device is a scanning terminal.

18. The method according to claim 14, wherein the
device is an integrated scanning terminal.